

Learner Protection Commitment Protocol (LPCP)

1. Introduction and Purpose

1.1. This **Learner Protection Commitment Protocol (LPCP)** is inline with the requirements of the Knowledge and Human Development Authority (KHDA) to ensure that the learners enrolled in vocational education institution are protected against any risks that may impair their completion of their vocational qualification. This LPCP incorporates:

- a) an assessment of the range of risks to the continuation of study for the learners.
- b) the risk mitigation measures that the Institution has in place.
- c) the arrangements for supporting learners in the event that the institution is no longer able to preserve continuation of study.

1.2. This LPCP highlights the institution’s potential risks, mitigations and procedures for managing risks, and the institution’s commitments to its learners.

2. Risks and Mitigations to the Delivery of Qualification

2.1. Learning and Teaching Risks

| Risk | Mitigation |
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| a) closure or suspension of an individual qualification | <p>In the event of closure, proper notice will be provided, and all stakeholders will receive support to help them find a comparable course.</p> <p>Every effort will be made to ensure that students are not disadvantaged and can complete their qualification within the original timeframe. Students and families will be offered ongoing support, assistance, and guidance throughout the process. Exit awards will be issued in accordance with OTHM 's guidelines.</p> |
| b) lack of applications and enrolments in the qualifications | <p>In the event of low applications or enrolments for a specific qualification, our institution is committed to ensuring that all enrolled learners are fully supported and their academic progress is not disrupted. We will take proactive steps to encourage enrolment, such as targeted marketing and offering alternative pathways where applicable.</p> <p>If the qualification cannot be delivered, learners will be offered the option to transfer to a similar program, with all necessary support to facilitate a smooth transition. We will ensure transparent communication and uphold the learner’s interests at all times.</p> |

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| <p>c) major changes to the qualification content, delivery mode, or regulations and policies</p> | <p>In the event of major changes to the content, delivery mode, or regulations and policies of a qualification, our institution is committed to ensuring that learners' interests are safeguarded and that any adjustments will not negatively impact their learning experience. We recognize that changes to a qualification may occur due to evolving industry standards, regulatory requirements, or the introduction of innovative educational practices.</p> <p>However, we will always prioritize transparency and learner protection. If significant changes are made to the qualification content, delivery mode, or associated policies, we will notify learners in advance, offer them support and guidance, ensure smooth transitions and uphold regulatory and accreditation standards.</p> |
| <p>d) loss of expertise to teach a qualification</p> | <p>If a key member of staff with the necessary expertise to teach is no longer able to continue teaching, our institution is committed to ensuring that learners' education and progression are not impacted. Recruitment for a suitable replacement will commence immediately. If necessary, assistance will be sought from the awarding body.</p> <p>In addition, other qualified teachers within similar subject disciplines will be up skilled to support the qualification. Where possible, multiple teachers will be assigned to deliver different units of the course, ensuring backup and maintaining quality assurance. Regular staffing updates will be shared with the awarding body, and any recommendations will be implemented accordingly.</p> |
| <p>e) the Institution is unable to effectively resource the qualification in terms of staffing or availability of specialist equipment.</p> | <p>Budget, resources and staffing clearly planned to mitigate any risks. If the institution is unable to effectively resource the qualification due to staffing shortages or the unavailability of specialist equipment, we will take immediate steps to address the issue. This may include recruiting additional qualified staff, up skilling existing staff, or seeking external support from the awarding body or other educational providers.</p> |
| <p>f) health and safety issues with the learners and</p> | <p>The institution will follow all KHDA guidelines and</p> |

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| staff | regulations to ensure a safe and secure environment. Immediate action will be taken to assess and address any risks, with priority given to the health and well-being of both learners and staff. |
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2.2. Regulatory Risks

| Risk | Mitigation |
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| a) loss of approval by the awarding body | Procedures and guidance will be followed to ensure that the courses delivered are well structured and managed as required by the awarding body, mitigating the risk of loss of approval. Careful inspection and investigation conducted if loss occurs, and measures quickly put in place to regain approval. |
| b) restrictions or loss of accreditation/ approval by the regulatory/ accreditation organization | Procedures and guidelines will be adhered to ensure that courses are delivered in a well-structured and managed manner, as required by the awarding body, thereby reducing the risk of losing approval. In the event of a loss of approval, a thorough inspection and investigation will be carried out, with prompt actions taken to regain approval. We will maintain regular communication with the regulator and awarding body to address any concerns as they arise. |

2.3. Infrastructure and Facility Risks

| Risk | Mitigation |
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| a) institutional closure due to market exit | In the event of closure, appropriate notice will be given, and support will be provided to all stakeholders to help them find a suitable, equivalent course. Every effort will be made to ensure that students are not disadvantaged and can still complete their qualification within the designated time frame. Ongoing support, assistance, and guidance will be available to both students and their families. Exit awards will be issued in accordance with OTHM's guidelines. |
| b) institutional closure due to financial reasons | In the event of institutional closure due to financial |

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| | <p>reasons, we are committed to ensuring that learners are fully supported and protected throughout the process. Our primary focus will be to minimize disruption and ensure that all learners can complete their qualifications. The following actions will be taken like notice and communication, alternative course provisions, support and guidance, graduation and completion, financial protection and liaison with awarding bodies. Our commitment is to prioritize the well-being and academic success of all learners, providing them with the necessary support to complete their qualifications despite the challenges posed by financial closure.</p> |
| <p>c) premises closure due to external events (beyond the institution control ('Force Majeure')</p> | <p>In the first instance, the awarding body, OTHM, will be contacted, and their advice will be followed to ensure that students are not disadvantaged. Students will continue their studies through online (distance) learning. The guidance from KHDA and local government authorities will be implemented as soon as possible.</p> <p>Further details can be found in the Business Continuity and Disaster Management Recovery and Contingency Plan (2025).</p> |
| <p>d) change in institution premises/location</p> | <p>In the event of a change in the institution's premises or location, we are committed to ensuring a smooth transition for all learners. Clear communication will be provided well in advance, detailing the new location, any adjustments to schedules, and any potential impacts on learning. Where necessary, we will offer alternative learning methods, such as online courses, to minimize disruption. Guidance will be sought from the awarding body, OTHM, and the KHDA will be promptly notified of any such changes, along with the actions taken to address them.</p> <p>Additionally, all health and safety protocols will be adhered to at the new location, and support services will be available to assist students with any challenges related to the move.</p> |

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| e) closure of a teaching facility | In the event of the closure of a teaching facility, the institution is committed to ensuring minimal disruption to learners' education. Clear and timely communication will be provided to all students, staff, and stakeholders regarding the closure, including the reasons behind it and any impact on course delivery. Alternative arrangements, such as online or remote learning, will be implemented to ensure continuity of education. Additionally, support will be offered to assist learners with any challenges arising from the closure, and necessary steps will be taken to ensure that all students can continue their studies without significant delay. We will also notify the relevant awarding bodies and regulatory authorities, keeping them informed of the situation and any actions being taken. |
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2.4. Specific Risks

The following risks are specific to the institution in relation to each vocational qualification delivered by the institution:

| Qualification | Specific Risks | Mitigation |
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| Education and Training | none | No further risks involved other than those stated above. |
| Information Technology | none | No further risks involved other than those stated above. |
| Business Management | none | No further risks involved other than those stated above. |
| Health and Safety | none | No further risks involved other than those stated above. |

3. Learner Protection Measures

Should the institution be unable to continue the delivery of the vocational qualification, the following actions will be taken for each vocational qualification:

| Qualification | Action | Action Details |
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| Business Management Education and Training Information Technology Health and Safety | Teach-out | A tailored teaching plan will be developed for each learner, ensuring that it is relevant and meets the approval of both the awarding body, OTHM, and the KHDA. Online learning (distance learning) will be delivered using platforms such as Microsoft Teams and Outlook, providing a seamless and effective learning experience for all students. |
| | Internal transfer to another qualification | By acknowledging the learner's interest to internal transfer to another qualification, we are committed to ensuring a smooth transition for learners. Clear guidance will be provided regarding the new qualification, including details on how the transfer |

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| | | may affect their studies, timelines, and progression. We are committed to ensure a smooth transition for learners. Clear guidance will be provided regarding the new qualification, including details on how the transfer may affect their studies, timelines, and progression. |
| | External transfer to another educational provider | we will ensure a smooth and efficient transition for the affected learners. Clear information will be provided about the transfer process, including how to apply to the new provider, transfer any earned credits, and ensure continuity in their education. We will collaborate with the new institution to ensure that all necessary documentation and approvals are in place, allowing learners to continue their studies with minimal disruption. |
| | Exit awards and certification | Ensure that exit awards are registered in advance, awarded promptly, and thoroughly double-checked. Processing of exit awards will adhere to the requirements set by the qualification provider, OTHM . |
| | Refund and Compensation | As per the KHDA Parent Contract and School Finances Policy, we will adhere to all regulations and guidelines regarding financial arrangements and the issuance of exit awards or certification. Exit awards will be provided as outlined in the awarding body's guidelines, ensuring that students' progress is formally recognized while adhering to the institution's financial and contractual obligations. |

4. Communication of the LPCP to the Learners

The institution will communicate the LPCP to its learners as follows:

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| Website | https://www.icbsglobal.com/ae/ |
| Learner Contract | Learner Protection Commitment Protocol (LPCP) |
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5. Learner's Complaints


The institution will deal with learners' complaints as follows:

In the event of a learner complaint, we are committed to addressing all concerns promptly, fairly, and transparently. A clear and accessible complaints procedure will be in place, ensuring that learners can raise their concerns in writing or through designated channels. Each complaint will be acknowledged and investigated thoroughly, with the aim of resolving the issue in a timely manner. Learners will be kept informed of the progress and outcome of their complaint, and any necessary actions or adjustments will be taken to ensure that the issue is resolved. If a learner is not satisfied with the outcome of the internal process, they will be advised of their right to escalate the matter to the relevant external bodies or regulatory authorities, such as the awarding body or KHDA, in accordance with the institution's policy.

6. Learner's Appeal

The institution will deal with learners' appeal as follows:

The center takes learner appeals very seriously, ensuring that each concern is carefully reviewed and fully addressed. Learners will receive clear instructions on submitting an appeal, including required documentation and deadlines. Each appeal will be reviewed by an impartial committee by ICBS, and learners will be informed of the outcome within a reasonable timeframe. If dissatisfied, learners can escalate the appeal to the relevant awarding body or regulatory authority, such as KHDA, following the institution's procedures. The goal is to ensure all concerns are properly addressed. By adhering to these guidelines, the center remains dedicated to effectively addressing concerns and maintaining the highest standards of educational integrity.

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| Key Contact Person | Dr. Ayesha Aslam Campus Manager |
| Signature: |  |
| Date:: | 18 Feb 2025 |